

WHAT IS CLAIMED IS:

1. A system for re-evaluating risk in financial transactions, the system comprising:

5 a risk scoring engine that evaluates risk in an original financial transaction wherein a customer is attempting to pay for vendibles using a promissory payment and wherein the risk scoring engine uses a first scoring model to assess the risk of the original financial transaction and provides a signal indicating that the promissory payment by the customer in the original financial transaction be declined when the risk exceed a pre-selected threshold;

10 decision overturn engine that re-evaluates the decline using a second scoring model, wherein the overturn scoring engine classifies the risk of overturning the original decline and provides an overturn classification signal indicative thereof; and

15 a customer service module that receives the overturn classification signal from the overturn scoring engine and provides the signal to a customer service representative such that when the customer service representative receives a request to overturn the decline of promissory payment in the original transaction, the customer service representative utilizes the overturn classification signal to decide whether to overturn the original decline.

20 2. The system of Claim 1, further comprising a point of sale transmission device that transmits data about the original financial transaction to the risk scoring engine and wherein the point of sale transmission device receives the signal from the risk scoring engine to communicate the acceptance or decline of the original financial transaction.

25 3. The system of Claim 1, wherein the promissory payment comprises a check.

4. The system of Claim 1, further comprising a database and wherein the decision overturn engine stores the overturn classification signals in the database for subsequent access by the customer service module.

5. The system of Claim 1, further comprising a plurality of overturn scoring models that provide an overturn score that is used by the decision overturn engine to generate the overturn classification signals.

5 6. The system of Claim 5, wherein the plurality of overturn scoring models utilize a plurality of variable and weight the variables in order to generate the overturn score.

10 7. The system of Claim 6, wherein the plurality of variables include variables indicative of the previous check writing history of the customer, variables indicative of the transaction type and variables indicative of the modeled risk of the transaction.

15 8. The system of Claim 7, wherein the variables further include a variable indicative of the percentage variation between the threshold value needed for the risk scoring engine to accept the promissory payment and the actual score determined for the original transaction.

20 9. The system of Claim 1, wherein the overturn classification signals comprises a no overturn signal which indicates to the customer service representative that the original transaction decision is not to be overturned without supervisor approval.

25 10. The system of Claim 1, wherein the overturn classification signal comprises a high risk signal that indicates to the customer service representative that the original transaction decision is only to be overturned if the funds to cover the transaction are verified and if the telephone number of the check writer is verified.

30 11. The system of Claim 1, wherein the overturn classification signal comprises a medium risk signal that indicates to the customer service representative that the original transaction decision can only be overturned if the customer service representative verifies the telephone number of the customer.

12. The system of Claim 1, wherein the overturn classification signal comprises a moderate risk score that indicates to the customer service representative that the original transaction decision can only be overturned if the customer provides additional identification details to the customer service representative.

13. A method of evaluating the risk of accepting a promissory payment as payment for a vendible good or service, the method comprising:

transmitting transaction information from a point of sale to a risk scoring engine wherein the transaction information includes identifying information about the promissory payment;

evaluating the transaction information to assess the risk of accepting the promissory payment as payment for the vendible;

declining to accept the promissory payment when the evaluation of the transaction information indicates that the assessed risk of accepting the promissory payment exceeds a selected threshold;

transmitting the decline to accept the promissory payment to the point of sale;

performing a decision overturn evaluation using an overturn engine to classify the risk associated with overturning the original decline to accept the promissory payment;

transmitting the classification of the risk associated with overturning the original decline to a customer service representative so that when the customer service representative is contacted to overturn the original decline, the customer service representative can make the overturn decision based at least in part on the classification of risk performed by the overturn engine.

14. The method of Claim 13, wherein transmitting transaction information from a point of sale comprises transmitting via an interface data about a check payment for goods or services.

15. The method of Claim 13, wherein evaluating the transaction information to assess the risk of accepting the promissory payment comprises selected one of a plurality of risk scoring models and evaluating the risk by inputting variables receive in the transmission act into the scoring model.

16. The method of Claim 13, wherein performing a decision overturn evaluation using an overturn engine comprises utilizing one of a plurality of overturn

scoring models to determine the risk associated with overturning the original decision to decline the promissory payment.

17. The method of Claim 16, wherein the plurality of overturn scoring models utilize a plurality of variables and weight the variables in order to generate an overturn score and wherein the overturn score is used to classify the risk.

18. The method of Claim 17, wherein the plurality of variables include variables indicative of the previous check writing history of the customer, variables indicative of the transaction type and variables indicative of the modeled risk of the transaction.

19. The method of Claim 18, wherein the variables further include a variable indicative of the percentage variation between the threshold value needed for the risk scoring engine to accept the promissory payment and the actual score determined for the original transaction.

20. The method of Claim 13, wherein the risk of overturning the original decline is classified into one of a plurality of risk categories that include a no overturn signal which indicates to the customer service representative that the original transaction decision is not to be overturned.

21. The method of Claim 13, wherein the risk of overturning the original decline is classified into one of a plurality of risk categories that include a very high risk category that indicates to the customer service representative that the original transaction decision is only to be overturned by a supervisor.

22. The method of Claim 21, wherein the risk of overturning the original decline is classified into one of a plurality of risk categories that include high risk category that indicates to the customer service representative that the original transaction decision can only be overturned if the customer service representative verifies the funds are available to cover the transaction and verifies the telephone number of the customer.

23. The method of Claim 22, wherein the risk of overturning the original decline is classified into one of a plurality of risk categories that include a moderate risk category that indicates to the customer service representative that the original

transaction decision can only be overturned if the customer provides additional identification details to the customer service representative.

24. A system for determining whether to overturn an original decision to decline to accept a promissory payment in a financial transaction the system comprising:

an overturn scoring engine that receives data about the promissory payment and the financial transaction, wherein the overturn scoring engine evaluates a number of factors contained within the data to obtain an overturn score and wherein the overturn scoring engine classifies the overturn score into one of a plurality of classifications and generates a classification signal indicative thereof;

a database wherein the overturn scoring engine stores the classification signal in the database for subsequent access; and

a customer service module that permits access to the classification signal such that a customer service representative, using the customer service module, can access the classification signal when asked to overturn the original decision to decline to accept the promissory payment.

25. The system of Claim 24, further comprising a plurality of overturn scoring models that provide an overturn score that is used by the decision overturn engine to generate the overturn classification signal.

26. The system of Claim 25, wherein the plurality of overturn scoring models utilize a plurality of variables and weight the variables in order to generate the overturn score.

27. The system of Claim 26, wherein the plurality of variables include variables indicative of the previous check writing history of the customer, variables indicative of the transaction type and variables indicative of the modeled risk of the transaction.

28. The system of Claim 27, wherein the variables further include a variable indicative of the percentage variation between the threshold value needed for the risk scoring engine to accept the promissory payment and the actual score determined for the original transaction.

29. The system of Claim 24, wherein the overturn classification signal comprises a no overturn signal which indicates to the customer service representative that the original transaction decision is not to be overturned.

5 30. The system of Claim 24, wherein the overturn classification signal comprises a high risk signal that indicates to the customer service representative that the original transaction decision can only be overturned if the customer service representative verifies the funds are available to cover the transaction and verifies the telephone number of the customer.

10 31. The system of Claim 24, wherein the overturn classification signal comprises a moderate risk score that indicates to the customer service representative that the original transaction decision can only be overturned if the customer provides additional identification details to the customer service representative.

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